

- 1) Upgrade your Flash Player to the latest version: <http://www.adobe.com/go/getflashplayer>
- 2) Clear your cache. To do this in Internet Explorer, go to:
Tools -> Internet Options -> General -> Temporary Internet Files and select Delete Cookies and Delete Files.
- 3) Under the Tools -> Internet Options -> Security tab, click on the Internet, Local intranet, Trusted Sites, and Restricted Sites and select Default for each.
- 4) Under Tools -> Internet Options -> Privacy tab make sure it is set to the Default level.
- 5) Under Tools -> Internet Options -> Advanced click Restore Advanced Settings and click OK.
- 6) In Windows Vista/7, go to: Start > All Programs > Accessories > Run. In Windows XP, go to: Start > Run. Copy/paste the following line of text (depending on the operating system) into the Run dialog box. Click OK and delete the entire contents of the window (folder) that opens.

Windows Vista/7:

"C:\Users\%username%\AppData\Roaming\Macromedia\Flash Player\#SharedObjects"

Windows XP:

"C:\Documents and Settings\%username%\Application Data\Macromedia\Flash Player\#SharedObjects"

- 7) Close all browser windows for the changes to take effect, and then test your content again.
- 8) To correctly save/print the installation, operation and programming documents, as well as the certificate, you must have **Adobe Acrobat Reader** installed. You can download Adobe Acrobat Reader at: www.adobe.com

If you are using Internet Explorer 8 to launch the course and nothing happens:

- 1) Open the web site that is not displayed correctly or that does not work correctly in Internet Explorer 8.
- 2) Click the Compatibility View button that is located directly to the right side of the address bar next to the Refresh button.



Or, click on the Tools menu and then click Compatibility View.

Close your browser and try again to launch the online course to see if the problem is now resolved.